



Response to On-Scene, Priority Delta Emergency Medical Services

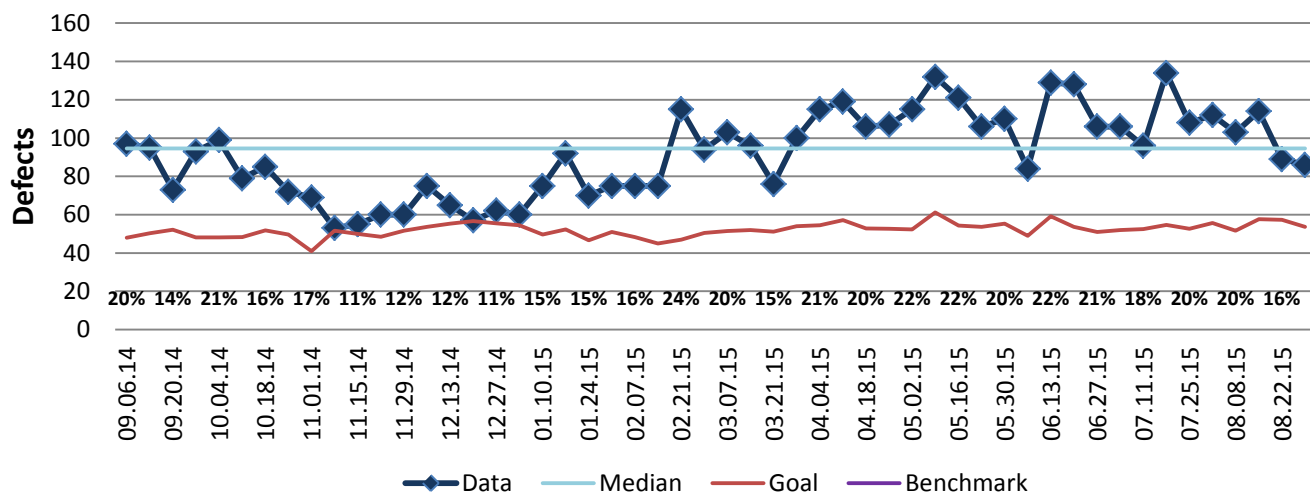


KPI Owner: Lt. Col. Jesse Yarbrough

Process: Emergency Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary			
Baseline: TBD Goal: 11 minutes or less 90% of the time Benchmark: TBD		Data Source: CAD Goal Source: LMEMS Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Weekly count of priority delta response to onscene times that exceed the goal of 11 minutes. Why Measure: To understand system capability & customer expectations Next Improvement Step: Continue tracking metric for internal LouieStat. Move to H2H reporting for future LouieStat forums.			
How Are We Doing?						
08.31.14-08.29.15 12 Month Goal	08.31.14-08.29.15 12 Month Actual		08.23.15-08.29.15 Goal	08.23.15-08.29.15 Actual		
2,708	4,781		54	86		
Defects	Defects		Defects	Defects		

Response to On-Scene, Priority Delta



Identified Factors Impacting RTOS

Controllable (EMS)

Deployment of resources
Response matrix/protocol
Operator Error
Technology issues
Re-coding/altered response priority

Uncontrollable Factors

Technology issues
Call volume
Staging times
Traffic/construction
Weather
Anchorage Fire & Rescue